

Travel Policies of Major U.S. Airlines for Japan Earthquake and Tsunami

Airline	Travel Location	Travel Dates	Action	Website
United Airlines	To/From/Through Japan	11 Mar 2011 – 10 Apr 2011	A travel waiver has been issued for Japan, covering travel through 10 Apr 2011 for tickets purchased on or before 11 Mar 2011. This waiver allows customers to change their ticketed itineraries in advance, without incurring fees that would otherwise apply, in order to avoid the possibility of encountering long delays at the airport.	http://www.united.com/page/article/0,6867,52939,00.html?navSource=hp_travel_info&linkTitle=Japan+travel+notice#Japan
Continental Airlines	To/From/Through: Fukuoka (FUK), Hiroshima (HIJ), Nagoya (NGO), Niigata (KIJ), Okayama (OKJ), Osaka (KIX), Sapporo (CTS), Sendai (SDJ), Tokyo (NRT)	11 Mar 2011 – 10 Apr 2011	<p>An exception policy has been issued for Japan, designed to accommodate customers with restricted tickets allowing changes to travel plans in advance of any potential disruption.</p> <p>For flight changes, when the rescheduled travel commences by 10 May 2011, change fees and fare differences will be waived. For all other changes, the change fee will be waived, but a difference in fare may apply. For customers with tickets for the original travel dates posted, final travel must be completed by the end of validity of the ticket (one year from date of issue).</p> <p>Refunds to original form of payment are permitted. Refunds can be requested by submitting a refund request form. OnePass rewards may be cancelled and redeposited for no fee.</p>	<p>General Info: http://www.continental.com/CMS/en-US/travel/news/Pages/travelnotices.aspx?v_ctrk=HHLN\$0-772-2085-1-1178</p> <p>Refund Request: http://www.continental.com/web/en-US/content/reservations/refunds/eticketWS.aspx</p>
American Airlines	To/From Tokyo Haneda (HND) & Tokyo Narita (NRT)	19 Mar 2011 – 10 Apr 2011	For tickets issued no later than 13 Mar 2011 for travel to or from HND and/or NRT between 19 Mar -10 Apr 2011, customers may change their tickets without incurring a ticket reissue charge. Customers may make one ticket reissue change at no cost. As the travel dates have been extended, customers who made a previous change are allowed an additional change at no charge. Affected customers may begin to travel as late as 10 Jul 2011.	http://www.aa.com/viewPromotionDetails.do?fN=001_travelNotices.xml&_locale=en_US

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Delta Airlines	To/From Tokyo Haneda (HND) & Tokyo Narita (NRT)	11-31 Mar 2011	Customers with fully unused, nonrefundable tickets purchased on or before 11 Mar 2011 may be entitled to a full refund, inclusive of all taxes, fees, and surcharges for those traveling to/from HND and/or NRT between 11-31 Mar 2011.	http://www.delta.com/traveling_checkin/flight_status_updates/advisories/japan_earthquake/index.jsp
	To/From/ Through Japan	11-31 Mar 2011	Customers may also choose to make a one-time change to their itinerary without a change fee for new travel originating no later than 25 Apr 2011. Ticket reissue date must be on or before 31 Mar 2011. <i>Only the change fee is being waived. Any difference in fare between your original ticket and your new ticket will be collected at time of rebooking.</i>	
	To/From Tokyo Haneda (HND) & Tokyo Narita (NRT)	11-31 Mar 2011	Customers may also choose to make a one-time change to their itinerary without a change fee for new travel originating no later than 25 Apr 2011 OR between 9 May – 15 Jul 2011. Changes made resulting in rescheduled travel between 26 Apr – 8 May 2011 are not subject to this waiver. Ticket reissue date must be on or before 31 Mar 2011. <i>Only the change fee is being waived. Any difference in fare between your original ticket and your new ticket will be collected at time of rebooking.</i>	
	To/From Tokyo Haneda (HND) & Tokyo Narita (NRT)	1-30 Apr 2011	Customers may also choose to make a one-time change to their itinerary without a change fee for new travel originating no later than 15 Jul 2011. Ticket reissue date must be on or before 30 Apr 2011. <i>Only the change fee is being waived. Any difference in fare between your original ticket and your new ticket will be collected at time of rebooking.</i>	